

## Project Managers' Advisory Group

### MINUTES December 18, 2006

#### Attending:

Sharon Hayes	EPMO
Bob Giannuzzi	EPMO
Alisa Cutler	EPMO
John McShane	EPMO
Barbara Swartz	ITS
Jim Tulenko	ITS
Todd Russ	ITS
Charles Richards	ITS/ES
Jesus Lopez	EPMO
Vicky Kumar	DOT
Lynne Beck	DHHS/DMH
Joe Cimbala	DMH/DD/SAS
Charles Fraley	DHHS/DIRM
Annette Murphy	DPI
Jim Skinner	Insurance

**Bob Giannuzzi** welcomed everyone to the meeting. He called for approval of November minutes – approved.

**Jesus Lopez** gave update of PMI Prep class surveys from students (Attachment A). He stated that satisfaction rating were high. **Sharon Hayes** voiced her appreciation of the effort made by everyone who taught the class and that the EPMO will be needing help with the next session.

**John McShane** advised that the next Public Sector LIG is scheduled for February 21<sup>st</sup>. Steve Tedder will present on Earned Value. **John** indicated that starting the new year, the LIG should be exciting.

**Bob Giannuzzi** called for updates from the Task Groups.

- *Status Reporting* **Bob** reported on behalf of **Gaye Mays** that the group continues to focus on the top reported concerns. Although proposed fixes in the tool will not be implemented any time soon, proposals were made on effective use of the Resource Tracking functionality currently available.
- *Workflow* **Jesus Lopez** reported that their group was on the TPG agenda last week, but due to time constraints they were not able to speak. **Sharon** recommended that they move forward with their efforts on the top issues.
- *PM Tools* **Bob** reported for **Gaye Mays** that the team viewed a demo of SAP Project System currently being used at DOT. **Todd Russ** reported that **Glenn Poplawski** is working with Microsoft to schedule a demo of the Microsoft Server product in January.
- *Methodology* **Alisa Cutler** reported that the group is soliciting input on what to pursue. **Vicky Kumar** stated that DOT is attempting to align that agency's process to the PPM format.

- *PM Promotion and Education* **Bob** reported for **LaQuita Hudson** that there's been no activity since last month.

**Bob Giannuzzi** passed out the following information on upcoming teleconferences of interest to the PM Advisory Group. He also provided a handout of a letter from the PMO Executive Council citing the importance of project portfolio management and the need to validate value realization.

Organization/website	Contacts	Upcoming Calls
<a href="http://www.nascio.org/nascioCommittees/projectManagement">http://www.nascio.org/nascioCommittees/projectManagement</a>	Elizabeth VanMeter 859/514-9176 <a href="mailto:evanmeter@AMRms.com">evanmeter@AMRms.com</a> <a href="#">Access</a> 888/272-7337 conference ID 7544292#	<u>November 14 (3:00)</u> <b>PM Mentoring Programs: A Case Study</b>
PMO Executive Council <a href="http://www.pmo.executiveboard.com/PMOEC/1,3241,,00.html">http://www.pmo.executiveboard.com/PMOEC/1,3241,,00.html</a>	Register at website	<u>October 18 (12:00)</u> <b>Codifying Project Manager Experience</b>  <u>October 31 (8:00 PM)</u> <b>Project Management Career Paths</b>  <u>November 15 (12:00)</u> <b>Benefits Realization and Portfolio Value Tracking</b>
CIO Executive Council <a href="http://www.cio.executiveboard.com/">http://www.cio.executiveboard.com/</a>	Register at website	<u>November 29 (7:00 AM)</u> <b>Embedding IT Project Execution Discipline</b>
Application Executive Council <a href="http://www.aec.executiveboard.com/">http://www.aec.executiveboard.com/</a>	Register at website	<u>November 7 (11:00)</u> <b>Core Levers for Enhancing Business Analyst Skills</b>
Infrastructure Executive Council <a href="http://www.iec.executiveboard.com/">http://www.iec.executiveboard.com/</a>	Register at website	<u>October 24 (11:00)</u> <b>Key Trends in Enterprise Architecture</b>
Information Risk Executive Council <a href="http://www.irec.executiveboard.com/">http://www.irec.executiveboard.com/</a>	Register at website	<u>November 14 (11:00)</u> <b>Identity Management Implementation II: Creating an Implementation Roadmap</b>
Enterprise Architecture Executive Council <a href="http://www.eaec.executiveboard.com/">http://www.eaec.executiveboard.com/</a>	Register at website	<u>October 24 (2:00)</u> <b>Transitioning to a Service-Oriented Architecture</b>  <u>November 6 (12:00)</u> <b>Information Architecture - Business Intelligence and Data Warehouse Strategy</b>

**Bob** passed out an interesting article (Attachment B) on demand for IT PMs.

The EPMO website (<http://www.epmo.scio.nc.gov>) now has an additional tab under 'Services' for Roles and Responsibilities of QA.

**John McShane** reported on the Requirements onsite training held this month. He indicated that feedback was generally positive. He also spoke about the RFP Bootcamp which will be a 2-day follow up workshop available to agencies who participated in the first offering. He informed that there will be another requirements course in March and the cost for the course remains at \$880.

**Sharon** urged that Requirements course surveys be completed since the responses are valuable, and the information could be used to adjust the program if need be. She thanked all for their participation and asked if there were other courses that may be of interest to let the EPMO know.

**Bob** asked if anyone had any Lessons Learned to share. **Sharon** recommended that closeout reports be brought to the meeting for discussion.

**Jim Tulenko** presented a demo on the PPM tool on proposed use of the Resource Tracking tab for reporting hours by phase.. He solicited volunteers to try this feature out with real projects in a test environment. **Todd Russ** and **Vicky Kumar** signed up.

**Sharon** wished everyone a safe and happy holiday.

Meeting adjourned at 4:03 PM.

## *Enterprise Project Management Office (EPMO)*

### Project Management Professional Certification Prep Program Client Feedback & Satisfaction Ratings (12/2006)

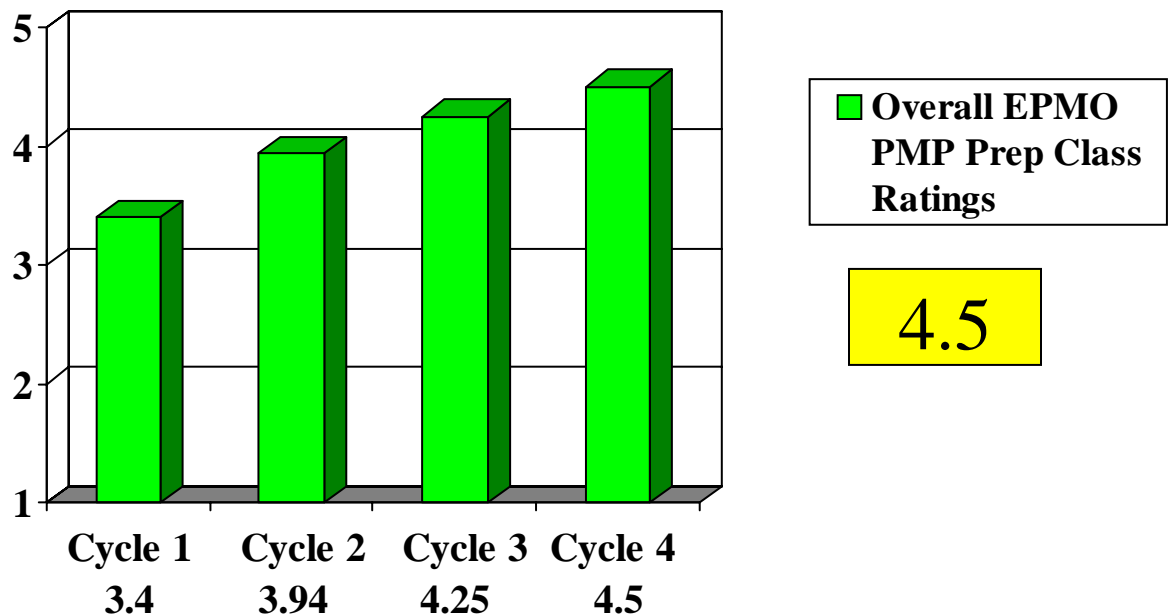
The EPMO has just concluded Cycle 4 of its PMI PMP Certification Preparation program. At the conclusion of each cycle the EPMO distributes satisfaction surveys to all students and requests feedback.

We leverage this information for 2 primary purposes:

- Quality Assurance – To confirm that the services and information we are providing are meeting our clients' needs and requirements
- Quality Improvement – To build on existing strengths and identify opportunities for program improvement

### ***Findings: The Big Picture***

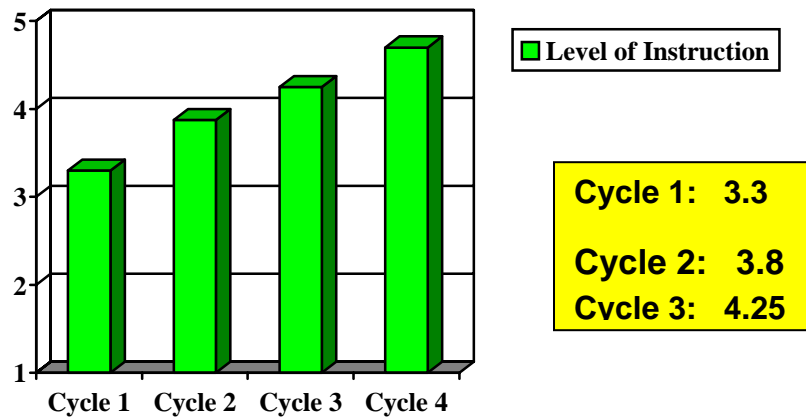
The EPMO is highly pleased to report that the overall health, popularity and quality of the program continues to grow with each passing cycle. The bar chart immediately below reflects an upward trend in overall satisfaction with the program. The overall rating averages the feedback on 9 key performance areas. Cycle 4 was our most ambitious cycle to date with 18 students participating. Even with an expansion of the number of seats available for this class we still had over 20 candidates on the waiting list.



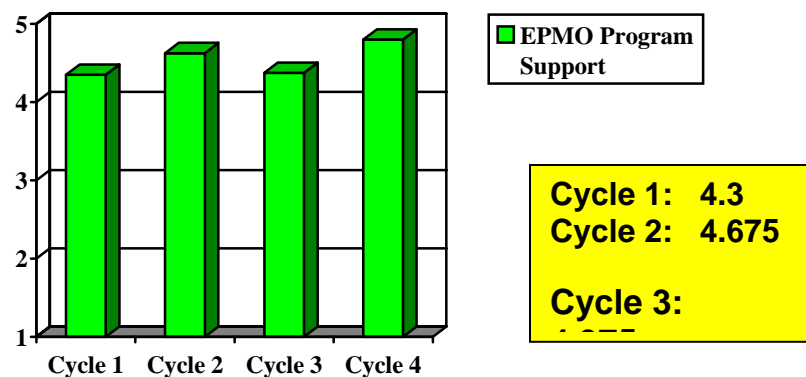
## Findings: Key Metrics

The following four metrics (of nine on the survey) provide a snapshot of our progress in make improvements from one cycle to the next.

**Level of Instruction** – The program leverages PM resources in the EPMO as well as former students (now PMP certified) and some guest teachers. The in-house skills and experience make it possible to provide top-notch instruction and guidance to new students.

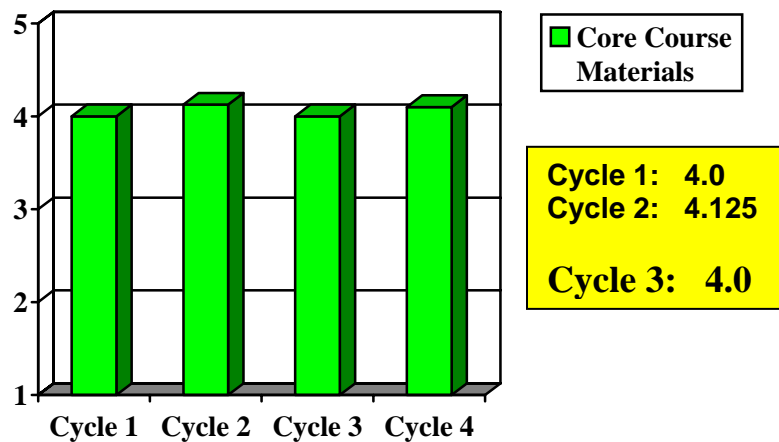


**EPMO Program Planning and Support** – The EPMO Program is a voluntarily staffed and managed program. After dropping slightly last cycle this metric has jumped to a new high. This is due to the support and dedication of the entire EPMO office.

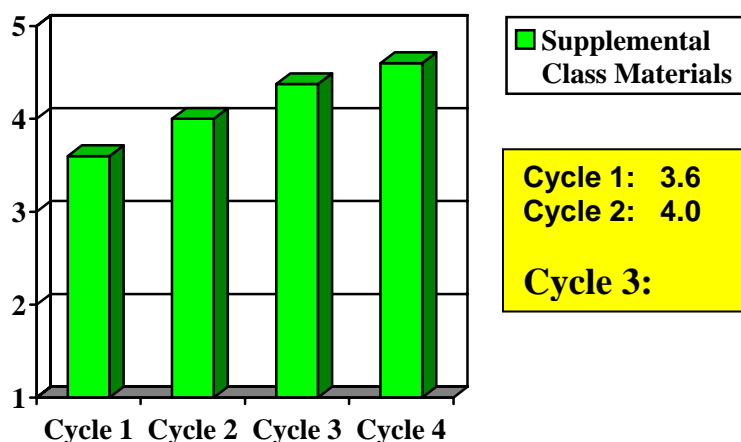


5.0 – Excellent 4.0 – Very Good 3.0 – Good 2.0 – Fair 1.0 - Poor

**Core Course Books** – The EPMO uses the PMBoK and Rita Mulcahy's PMP prep book as our core teaching materials.



**Supplemental Class Materials** – The EPMO prepares class slides, tests, study aids, information dump sheets, and quizzes to ensure the students have everything they require for their study preparation.



### Summation:

The upward trend in the majority of our performance metrics indicates that our program approach is sound and proactive. Course improvement suggestions are encouraged, collected, assessed and implemented if possible. We will continue to be proactive and excited about this opportunity to strengthen project management in state government.

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**ETS EPMO Project Management Professional Study Group  
Course Survey Total Results for Study Cycle No. 4 (Fall 2006)**

	1	2	3	4	5	Avg
1) How would you rate the course overall?				1	8	4.8
2) How would you rate the level of instruction?				2	7	4.7
3) How would you rate the core course books (Rita and PMBoK)?				8	1	4.1
4) How would you rate the supplemental information (handouts, slides, dump sheets, study aids, etc).				3	6	4.6
5) How would you rate the class environment (the info highway room)?			2	1	6	4.4
6) How would you rate the homework assignments?				5	4	4.4
7) How would you rate the process area tests?				5	3*	4.3
8) How would you rate the flashcards?				3	6	4.6
9) How would you rate the planning and management of the class (Including communications and following-up by ETS EPMO)?				1	8	4.8

**Our Overall Rating for Cycle 4 is .....4.5**

\* Please note that one of the respondents omitting entering a rating for number 7.



## IT Project Managers Will Be in Demand in '07

By [Robert Hertzberg](#)

It may not be a bonanza on a par with other information-technology job categories, like [network](#) administrators and help desk personnel, but project managers will be in demand in 2007.

Six percent of chief information officers say I.T. project management will be their fastest-growing job area in the first quarter of next year, according to a survey released earlier this week by recruiting firm Robert Half Technology. That's up from 4% of CIOs who identified project management as their biggest growth area in the current quarter.

We're just starting to see a real mass adoption" of the project management function, says Marcus Simms, vice president of strategy at Robbins-Gioia, an Alexandria, Va.-based company that works with the U.S. Army, General Motors and dozens of other organizations. Sarbanes-Oxley has emerged as a catalyst for closer scrutiny of I.T. projects in the private sector, according to Simms. The push in the federal sector has come from the Klinger-Cohen Act of 1996.

[Enterprise](#) resource planning projects, with their notorious schedule slips and cost overruns, are the place where project managers are most often needed, Simms says. But the opportunities for I.T. project managers have expanded as energy, health-care and financial services companies shore up their project management offices.

PMOs have historically been responsible for helping CIOs ensure that I.T. projects come in on time and on budget. Now, the project managers who staff them are increasingly taking on responsibility for communicating with business-side executives.

"That's where I see most of the growth, in getting out of the I.T. management stovepipe," says David Seaver, technical director of the I.T. practice at Price Systems, a Mount Laurel, N.J.-based project management firm.

Project management has traditionally been fertile ground for consultants because of the often temporary nature of the assignment. But project managers who do get on at a place that has a long-term commitment to the PMO function can do well. As Seaver points out, salaries for project managers begin at around \$80,000 and can reach \$150,000 at large financial institutions.

